Appointment of Commercial Ombudsman

*190. SHRI S. M. LALJAN BASHA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have any proposal to appoint a Commercial Ombudsman to deal with passenger complaints and problems concerning private airlines;

(b) whether Government are aware that private airlines are not giving fair treatment to ordinary passengers;

(c) whether Government are aware that private airlines do not have grievance machinery to deal with passenger and consumer grievances; and

(d) what corrective steps Government would take to put in place adequate machinery to help public cope with the various problems and difficulties being created by private airlines?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION. (SHRI PRAFUL PATEL): (a) to (d) A Statement is laid on the Table of the House.

Statement

Appointment of Commercial Ombudsman

(a) No, Sir.

(b) There have been some complaints regarding unsatisfactory service by airlines to passengers.

(c) Operators have grievance cells in their organizations to deal with passenger complaints.

(d) Consumer Fora under the Consumer Protection Act have been set up by the Government for dealing with the complaints regarding deficiency in service. The services of air carriers are also covered by this machinery set up under the Consumer Protection Act.

श्री एस.एम.लालजन बाशा : चेयरमैंन साहब,प्राइवेट एयरलाइन्स के बारे में मंत्री महोदय से सवाल करना चाहता हूं। समय बहुत कम रह गया है, मैं यह कहना चाहता हूं कि बहुत सालों के बाद अभी इंडियन एयरलाइन्स में प्रॉफिट हुआ है,इसके लिए मैं मंत्री महोदय को बधाई देता हूं। उसके

साथ-साथ पचास परसेंट लोग प्राईवेट एयरलाइन्स मे जाते हैं । प्राइवेट एयरलाइन्स में grievances हैं, उनके लिए इंडियन एयरलाइन्स के थ्रू कोई रेग्यूलेंटिंग अथारिटी, जैसे टेलीकाम में है, जैसे बाहर अमेरिका में भी फैड्रल अथॉरिटी है,उसी प्रकार प्राइवेट एयरलाइन्स में यात्रा करने वालों के grievances के लिए उनकी complaints के लिए कोई सैल नहीं हैं । जितनी भी ऐसी शिकायतें आपके नोटिस मे आ रही है, वहां पर क्या आप सरप्राइज़ विजिट करके जो उनकी समस्याएं है, जो कॉमन मैंन की समस्याएं है, उनके संबध में कुछ कार्यवाही करेंगे ? महोदय, वीआईपीज़ के लिए तो प्राइवेट एयरलाइन्स में बहुत अच्छा ट्रीटमेंट होता है, इंडियन एयरलाइन्स मे भी उतना नहीं मिलेगा ...(व्यवधान)...

श्री सभापति : आप जवाब चाहते हैं क्या ?

श्री एस.एम.लालजन बाशा : प्राइवेट एयरलाइन्स में वी आईपीज़ के लिए. बिजिनेसमैन के लिए बहुत कुछ हो रहा है ।

श्री सभापति : माननीय सदस्य जवाब चाहते हैं क्या ? ...(व्यवधान)...

श्री दत्ता मेघे : सभापति महोदय, महाराष्ट्र में ...(व्यवधान)..

श्री सभापति : माननीय सदस्य, इनको जवाब तो देने दो ।

श्री प्रफुल्ल पटेल : सभापति महोदय, माननीय सदस्य जो जानकारी चाहते हैं वह दो पार्ट में है, एक कन्यूजमर्स की COMPLAINT के बारे में हैं तो उसके लिए Consumer protection Act हैं । जहां तक उन्होनें रेग्यूलेटर की बात है, the Regulator does not look into the aspects of consumer complaints.

The regulator is meant for the regulatory functions regarding economic issues and other regulatory issues regarding technical affairs. But as far as consumer issues are concerned, they are private enterprises. I am sure, they will try to deliver to their best. If there are any issues, those can be addressed suitably by the consumer forum. *(Interruptions)*...

DR. (SHRIMATI) NAJMA A. HEPTULLA: Sir, we can extend it by five minutes. We started five minutes late. We can extend it by five more minutes. It is an important question. In Maharashtra, a plane was grounded. We want to find out what happened.

श्री सभापति : आप मुझे बता देंगे ?....(व्यवधान).. माननीय सदस्य यह बता दें कि क्या यह कहीं रूल्स में है ?..(व्यवधान)...

श्री संजय निरूपम : ...(व्यवधान)....चेयरमैन साहब ....(व्यवधान)..

श्री सभापति : ठीक है, ठीक है। ...(व्यवधान)...

श्री संजय निरुपम: एक एयरक्राफ्ट में ए.सी.खराब था तो महाराष्ट्र के एक नेता ..(व्यवधान) उनको सांस लेने में दिक्कत हो रही थी ...(व्यवधान)...

MR. CHAIRMAN: Question Hour is over.

WRITTEN ANSWERS TO STARRED QUESTIONS

Training of pilots

†*184. SHRI UDAYPRATAP SINGH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government aviation companies, Indian Airlines and Air India, bear the expenditure on the training of pilots trained by Indira Gandhi National Flying Academy;

(b) if so, whether these pilots are appointed only in these airlines companies after completion of their training or they are contracted by other companies of private sector; and

(c) the justification of the expenditure made on their training by Indian Airlines and Air India?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir. Air India and Indian Airlines do not bear the entire expenditure of the training of pilots at Indira Gandhi Rashtriya Uran Akademi (IGRUA). However, they have been contributing partially to the revenue expenditure of IGRUA through annual grants-in-aid.

(b) Trainee pilots passing out from IGRUA are free to join any airline, whether in the public or private sector. Both Air India and India Airlines conduct campus recruitments at IGRUA as per their requirements. Some trainee pilots from IGRUA have also joined other airlines.

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†Original notice of the question was received in Hindi.